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We envision a unified work force of progressive, dedicated professionals grounded in service, integrity and pride who strive to provide caring and compassionate services to those entrusted to our care and to protect the public we serve.



Professional Compliance Division
7855 NW 12th Street, Suite 114
Miami, Florida 33126
Tel (786) 263-6500
Fax (305) 597-7878

Metro West Detention Center 13850 NW 41 st Street Miami, Florida 33178 (786) 263-5101	Boot Camp Program 6950 NW 41 st Street Miami, Florida 33166 (305) 639 -3191
Pre-Trial Detention Center 1321 NW 13 th Street Miami, FL 33125 (786) 263-4040	Training & Treatment Center 6950 NW 41 st Street Miami, Florida 33166 (305) 470-2850
Women's Detention Center 1401 NW 7 th Avenue Miami, Florida 33136 (786) 263-4600	Turner Guilford Knight Correctional Center 7000 NW 41 st Street Miami, Florida 33166 (786) 263-5600

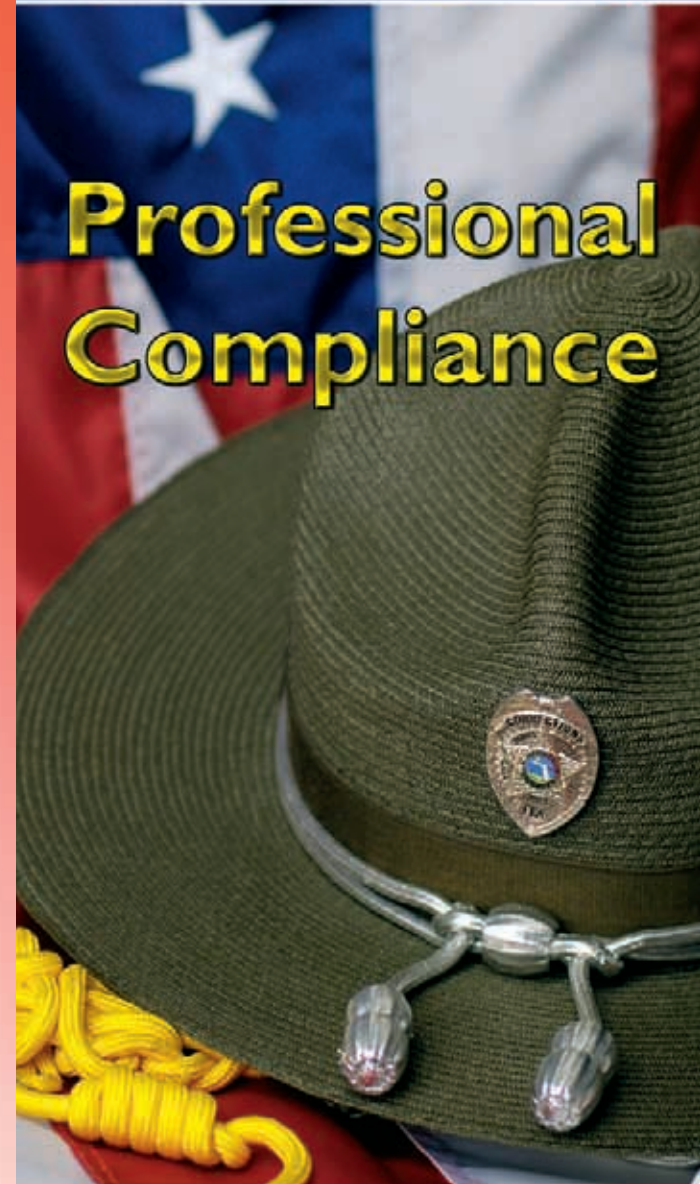


Barbara J. Jordan District 1, Vice-Chairwoman	Carlos A. Gimenez District 7
Jean Monestime District 2	Lynda Bell District 8
Audrey Edmonson District 3	Dennis C. Moss District 9
Sally A. Heyman District 4	Sen. Javier D. Souto District 10
Bruno A. Barreiro District 5, Chairman	Joe A. Martinez District 11
Rebeca Sosa District 6	Jose "Pepe" Diaz District 12
	Natacha Seijas District 13
George M. Burgess County Manager	R. A. Cuevas Jr. County Attorney



Delivering Excellence Every Day **PLASMAFRAX**
COUNTY

Professional Compliance



Director's Message



Director Timothy P. Ryan

As a leader in the Corrections Profession, the Miami-Dade Corrections and Rehabilitation Department (MDCR) believes that the integrity of its operations rests on the support and confidence of its citizens. To do so, the Department strives to have an open, trustful, as well as an effective review process for any and all allegations of impropriety in services. This is the foundation of our goal of service excellence.

To accomplish this, it is the mission of the Department's Professional Compliance Division to thoroughly investigate all allegations of staff misconduct to determine the facts in support of the truth of the matter. It assures that misconduct will not be tolerated while, at the same time, providing a means whereby unjust accusations may be fairly adjudicated.

By providing this service well, the Department, the County, and the profession, through the Professional Compliance Division, insures the integrity of the complaint investigation process.

Complaints

The Professional Compliance Division has as its major function the receiving, processing, and investigating of complaints made against members of the Department. To ensure the public trust and maintain the Department's integrity, the Division conducts immediate, objective, and thorough investigations of all complaints.

Proud To Serve

Frequently Asked Questions and Answers

Q. How do I file a citizen's complaint involving an employee of the Miami-Dade Corrections & Rehabilitation Department (MDCR)?

A. Complaints involving any MDCR employee will be accepted at all departmental facilities, from any source, regardless of the location of the alleged occurrence. Complaints may be submitted in person, via mail, or by telephone to:

Miami-Dade Corrections & Rehabilitation
Department,
Professional Compliance Division
7855 NW 12th Street, Suite 114
Miami, Florida 33126-1818
(786) 263-6500

Q. What happens to my complaint?

A. The complaint is documented on a Preliminary Complaint Report Form which is forwarded to the Professional Compliance Division. The complaint is then classified and assigned to an investigator. Statements may be taken from the complainant, all witnesses, and the subject employee(s). Upon completion, the case is reviewed and a disposition is made by departmental command level staff.

Q. How long does it take the Professional Compliance Division to complete the inquiry?

A. The average case takes from 30 days to 6 months to complete. This would depend on the nature and complexity of the case, the availability of witnesses, and the involvement of other agencies, such as the State Attorney's Office.

Q. Will I be notified of the findings?

A. Yes. Both the complainant and the subject are notified when the inquiry has been completed and both are encouraged to contact the Professional Compliance Division to discuss the findings.

Q. Will I be able to see the completed case?

A. Yes. Under Florida's Public Records Law, all completed cases become public record after the disposition is finalized and are available for inspection during normal business hours. The case files are kept at the Professional Compliance Division.

Q. Do other agencies investigate correctional employee misconduct?

A. Yes. The State Attorney's Office reviews all cases alleging criminal misconduct. Other agencies such as the FBI and the U.S. Attorney's Office also review allegations of civil rights violations.

Miami-Dade County Corrections and Rehabilitation Department

MDCR Complaint Form

Name (Optional)

Address (Optional)

Telephone (Optional)

Involved MDCR Employee

Please describe your complaint below and mail completed form to the Miami-Dade Corrections & Rehabilitation Department Professional Compliance Division.
